

We welcome you and your family to the Iramoo Community Centre.

Iramoo Community Centre Inc. has operated a Registered Children's Service Centre since February 2006 in accordance with the Children's Services Centre's Regulations 2009. We are obliged to work within the boundaries of these regulations, and urge you to read this package to become aware of the responsibilities that are shared by the Centre and you as parent of a child attending our child care programs.

We aim to provide equal opportunity and access to high quality child care programs for all members of the community, including families from culturally diverse backgrounds or with special needs.

Please take time to read through this information package so that you can identify any areas where you may need further information before commencing your child in care. We sincerely hope that you and your family will have an enjoyable and rewarding child care experience with us, and look forward to meeting you.

Programs Offered

Iramoo Community Centre offers the following child care programs during the school terms but excluding public holidays:

- 3+ Pre-Kinder
- Occasional Care
- Playgroup

Staff

The children are cared for by qualified childcare workers performing the roles of Group Leader and Assistants. Parent helpers are also rostered to assist (see section 14). All staff are Victorian Police checked, approved by the Department of Human Services (Working With Children Check) and have First Aid, Asthma and Anaphylaxis training (all as required).

The role of the qualified staff and Assistants is primarily to:

- Provide a safe, happy and secure environment at all times
- Offer and encourage participation in an enjoyable program based on recognised developmental needs as outlined by Victorian Early Years Learning Framework
- Support and encourage children to achieve their best in all areas of development.

WHAT YOU NEED TO KNOW ABOUT CHILD CARE

1. Enrolment

Criteria

- Enrolment forms must be completed correctly and accurately before your child can attend the Centre, and fees must be paid (*refer next section for more details*)
- Special needs families will be considered on an individual basis to determine whether the sessions can meet the specific needs of the child/family. This will be discussed and assessed by the Committee of Management, Child Care staff and families involved
- Parents/Guardians must authorise the Centre to seek emergency medical, hospital and/or ambulance services if required
- Children may attend one or more of the programs offered

'No Jab, No Play' legislation

The Centre adheres to the Victorian 'No Jab, No Play' legislation which came into effect on 1 January 2016.

All children enrolling in early childhood education and care services need to be up to date with their vaccinations or have an approved exemption.

Before enrolment, the Centre will have to first obtain evidence that the child is:

- Fully immunised for their age OR
- On a vaccination catch-up program OR
- Unable to be fully immunised for medical reasons.

'Conscientious objection' is not an exemption under the 'No Jab, No Play' legislation.

Immunisation Records

To finalise enrolment, parents/carers must provide the Centre with an immunisation status certificate which is a statement showing the vaccines the child has received. The most common type of immunisation status certificate is an Immunisation History Statement from the Australian Childhood Immunisation Register (ACIR).

Immunisation History Statements can be requested at any time by contacting Medicare: Phone 1800 653 809, email acir@medicareaustralia.gov.au, visit the Medicare website, visit your local Medicare office.

Exclusion

Children who are not fully immunised will be excluded from the Centre during outbreaks of some infectious diseases. This will be in accordance with the National Health & Medical Research Council exclusion guidelines and will be carried out even if their child is well

Occasional Care –

- For children up to age 5 years regardless of birth date who are able to walk independently
- **3+ Pre-Kinder -**
 - For children that have turned 3
 - It is preferred that children attending 3+ be toilet trained and be able to attend to their own needs (e.g. washing hands, removing/replacing clothing) . We understand that all children are different, please discuss any concerns with the staff.

Procedures

- **Occasional Care –**
 - Enrolment forms can be obtained from the Centre and must be returned with a copy birth certificate, immunisation records and non –refundable \$25 administration fee).
 - Regular attendance is most beneficial but not required
 - Bookings can be made as required, however, places are offered on a first-come-first-served basis, with a waiting list as required.
- **3+ Pre-Kinder –**
 - Application for a place in 3+ Pre-Kinder group is taken at any time for the following year
 - Applications must be accompanied by a non-refundable \$25 administration fee
 - Enrolment forms will be sent out to applicants in October with enrolment forms and invoice for term 1
 - Orientation will occur during the first week of term one.
 - Children attending 3+ Pre-Kinder are enrolled for the full year and are expected to attend every session for which they are enrolled (unless sick).
 - **If you are ceasing 3+ Pre-kinder, 2 weeks written notice is required. Failure to give 2 weeks notice will incur a penalty equivalent to 2 weeks.**

2. Fees –

There is a \$25 admin fee payable for Occasional Care & 3+ Pre kinder on application

Occasional Care –

- Fees - \$22.50 per 3 hr session, \$30.00 per 4 hr session
- Fees are payable at the time of booking in, bookings will not be taken without payment
- No invoice will be issued
- If a child is booked but does not attend and no notice is given the full fee will still be charged
- Fees may be paid in advance to ensure a place.
- Payment is to be made at reception and a receipt will be issued for all payments
- Late collection fee- \$1.00 for every minute
- Cancellation of attendance should be given 24 hours in advance to avoid payment of fees
leave a message on the answering machine

3+ Pre-Kinder

- Fees - \$22.50 per 3 hr session, \$30.00 per 4 hr session (\$900 or \$1200 per annum)
- Late collection fee - \$1.00 for every minute when no advance notice is given
- Administration fee - \$25 (non-refundable)
- Invoices will be issued a term in advance and all fees must to be paid within 30 days (a late of \$25 will be applied to your account if not paid by the set date)
- Fees will not be refunded due to non-attendance
- Fees are charged on a per term basis regardless of public holidays

Methods of Payment

*Cash *EFTPOS *Credit card * Direct Deposit * Direct Debit * Over the phone

General

- Failure to pay fees will result in the loss of your child's position
- If you are having difficulties with payment please discuss payment options with the Child Care Coordinator or Centre Manager - confidentiality is assured.
- Please note that fees are subject to change at the discretion of the Committee of Management. At least one term' notice will be given of any changes to the fee structure.

3. Attendance at Sessions - Sign In/Sign Out/Collection

- Parents/Guardians are required to record the child's attendance every time they leave their child at the Centre
- The In/Out book is located at the entrance to the Child Care room
- State Regulations require that parents *cannot* record their child's departure at the time of arrival
- On arrival, parents must record –
 - ✓the child's full name
 - ✓time of arrival
 - ✓emergency contact for the day,
 - ✓name of the person who will be collecting the child
- At the end of the session, the person collecting the child must write in the time of departure
- Attendance book is vital in the case of emergency evacuation
- No child attending the Centre will be given into the care of any person other than a parent/guardian of the child, except where authorization has been given by the parent/guardian
- Signed permission must be given to the Child Care Coordinator or Centre Manager if someone new is going to collect your child
- Parent/guardians should not bring children to the Centre when they are ill

- If you have an urgent situation arise while your child is in care which leads to a change in collection arrangements, the person collecting the child will need identification if they are not known to staff. Always register with us those people who are likely to collect your child.
- If you are unable to attend for any length of time (e.g. family holidays) please notify the Child Care Coordinator to ensure your place is held until your return. Non-attendance for 3 weeks without prior notice may result in the loss of your child's position and no refunds will be issued.
- If you wish to permanently discontinue attendance in 3+ Pre-Kinder we require 2 weeks notice in writing
- A pro-rata refund may be issued

5. Introduction to Occasional Child Care

- At the Room Leader's discretion children will only be permitted to stay for 1 hour on their first day to ensure a comfortable and enjoyable experience if they have not previously been separated from the primary care giver.
- Always say goodbye when you do leave your child. Do not sneak out as your child may begin to distrust you. If your child becomes unsettled during the session staff will contact you.
- Children learn through play as they progress through different development stages. Each activity offered has many different learning aspects, and all play is constructive and valuable. Parents should not expect children to always bring home 'artwork'. Often learning is internalized through participation in activities such as puzzles, dramatic play, block building, sand and water play and discovery. Please expect simply that your child has a happy time and gains valuable learning skills.

4. Introduction to 3+ Pre-Kinder

- Pre-Kinder is an educational program offering a wide range of hands-on activities for 3 year old children.
- **Our goal is to provide a safe and welcoming learning environment to enhance your child's development and nurture emerging skills by the provision of –**
 - *Developmentally appropriate learning opportunities and experiences
 - *A caring, attentive and fun learning environment where children will confidently take on new challenges
 - *Activities to develop self-confidence, self-worth, a positive self-image, independence and self-help skills (eg. hygiene, putting smocks on, packing up, attempting challenges)
 - *Opportunities to be responsible for their own belongings (eg. hat, bag, etc.)
 - *Opportunities to seek out and explore all avenues of creativity
 - *Surroundings to support respect and consideration of others and for the natural environment
 - *Participation in group activities to encourage co-operation, good listening skills and confidence in group situations
 - *Opportunities to refine their emerging motor skills and problem solving techniques.
- Our learning environment is free from stereotypes, prejudice and practices that are discriminatory.
- Interactions between staff and children will be positive and based on mutual respect. There will be opportunities for play, small group activities and social interaction with age peers.
- The routines provided for children will be flexible and sensitive to their needs and level of development. If required, we will provide support, referral and assistance to your child and your family.

5. What your children should wear and bring

- A bag for taking work home (one that your child identifies easily as their own)
- A spare set of clothes (don't forget socks and underwear)
- Appropriate outdoor clothing for the activities and weather (e.g. jackets, sunhat or beanie and 'play clothes'). Child should be able to manage clothing unassisted.

- Footwear should be well fitted and provide adequate support and protection during active play. Thongs, thong-like sandals, gumboots and incorrectly fitted shoes are dangerous to small feet
A healthy snack and drink of water (*see Healthy Snack Ideas attached*)
All items must be clearly labelled with your child's name (where appropriate).
- War toys (guns, knives, swords, etc) and aggressive 'superhero' behaviour is actively discouraged at the Centre. Children should not any bring toys from home as they may be lost, broken or cause problems between children.

6. Healthy Snacks, Nut Free Policy

We strive to develop healthy eating habits and attitudes that will last a lifetime by encouraging -

- A varied diet with specific emphasis on snack foods that are low in sugar and salt, high in dietary fibre and calcium, and not too fatty;
- Physical active play in our outdoor programs
- Good nutrition is important for children for many reasons, not limited to, having sufficient energy to play and grow, having brain fuel in order to concentrate, and having essential nutrients to grow and develop appropriately. *See Healthy Snacks Guide attached*
- Role modelling of participating adults
 - Any food or drink that requires refrigeration can be placed in the fridge in the Childcare room;
 - Your child's name must be clearly marked
 - If your child is a fussy eater, provide small portions only - it is often amazing what children will eat when they see another child trying something (peer pressure can be positive!)
 - Please note that for hygiene reasons, we actively discourage children sharing food or drinks.

Birthday celebrations – on special occasions we do celebrate with party food. On your child's birthday or special day you may want to bring in a cake for the children to enjoy. Please let staff know the prior to the day. If you are making a cake/cupcake etc at home we require you to bring in a list of ingredients so we can ensure any children attending on the day does not have an allergy to any of the ingredients supplied. If you are bringing a brought cake/treat from a shop please leave these in their original packaging to ensure we can also check the ingredients. We try to teach children the distinction between the types of food we need daily to make our body work well, and food that is a 'special treat' and we don't need every day. If you have any queries or concerns about appropriate snacks for your child, please do not hesitate to speak with the Child Care Coordinator.

Dietary Restrictions - Due to increased occurrence of life threatening food allergies in our community, the Iramoo Community Centre has a "**No Nut & Egg Policy**". Please refrain from sending food containing nuts or whole egg (ie, egg sandwich, hardboiled egg) *See Healthy Snacks Guide attached*).

Please be aware that other restrictions may be imposed as required for each group. This will be dependant upon individual circumstances of children attending, and full co-operation and support is expected from all families. Any further restrictions will be decided upon by the Committee of Management and communicated to families where necessary. For example, some children have life threatening allergies with foods such as kiwi fruit, banana, shell fish.

7. Custody and Access

If a family is experiencing problems associated with custody and/or access, please inform the Child Care Coordinator.

A copy of any current custody order is required for the Centre's file, and staff will do their utmost to abide by this. If there is any change to Court orders or any likelihood of problems associated with the collection of a child from child care, it is the parent/guardian's responsibility to notify the Child Care Coordinator.

It is the responsibility of Centre staff to ensure the safety and well being of children (and their parents if applicable) at the Centre. The Police will be contacted as soon as possible if a problem arises. If any harm is likely to occur to children/adults at the Centre the Centre Manager will be forced to allow the child to leave, taking note of the vehicle type and registration number and reporting the incident to the Police immediately.

8. Behavioral Guidance

All children need a safe secure environment, and positive interactions with adults and other children to develop into competent individuals. This Centre is committed to -

- Ensuring that children experience a positive approach to behaviour guidance
- Encouraging and reinforcing positive behaviour by children
- Supporting children to know the limits of behaviour and to feel secure

Staff will use consistent strategies to enhance self-esteem and encourage self-control that is appropriate to the developmental stage of the child. Implementation strategies include -

- Encouraging children to be familiar with limits that are explained clearly in simple language
- Recognising the developmental influences on behaviour at different ages
- Identifying appropriate development expectations
- Being sensitive to the child as a whole
- Rewarding only positive behaviours (ie, avoid 'rewarding' or giving attention for negative or inappropriate behaviour) in an environment that discourages inappropriate behaviour.
- Focussing on inappropriate behaviour rather than the child (differentiating the child from the behaviour)
- Using a positive approach to encourage appropriate behaviour (using "do's" rather than "don'ts")
- Children's Services Centre Regulations 1998 require that "The proprietor must ensure that no child is subjected to any form of corporal punishment, immobilization and or any other humiliating or frightening techniques".

9. Accident, Illness and Injury

The health and safety of all children is of concern to staff. Please ensure that the Child Care Coordinator has received all necessary information regarding your child so that, if necessary, the best possible care and medical treatment to be given.

If your child is unwell, do not bring them to the session. Staff will not provide care for children who are suffering a communicable illness (e.g. chickenpox, measles, mumps), have a temperature, are vomiting or have diarrhoea. You may be asked to take your child home if –

- it is felt that a doctor's visit is necessary, or
- an infectious disease is suspected, or
- the child requires prolonged individual attention.
- In the case of common infectious diseases the Health Department exclusions table will be followed.
- Please note children suffering from Coxsackie virus (hand, foot and mouth disease) will be excluded from the Centre, due to the infectious nature of this disease.

If a child is diagnosed as having an infectious disease it is the parent/guardian's responsibility to notify the Child Care Coordinator or Centre by telephone (8742 3688) as soon as possible, so that other potentially impacted families can be advised.

No medication will be administered unless the parent/guardian has informed a staff member and written authority has been documented in the Centre's Medication Book (staff can assist in completing this)

If a child at the Centre is involved in a minor accident, it must be recorded (with a note of any treatment administered) in the Accident Book located in the room. Parents will be notified as soon as possible and must sign the Accident Book entry when they collect their child. Staff will contact parents immediately when a head injury occurs, and observe the child for possible complications.

If a child develops a medical condition or is involved in an accident warranting urgent medical attention while attending a session, staff will contact parents to collect the child as soon as possible.

Parents should be aware that an ambulance will be called if required, and the family will be responsible for all expenses. In the absence of a parent/guardian, a staff member will accompany the child to hospital with appropriate medical details; parents will be advised to meet the ambulance at the hospital. In this case, another staff member will take charge of the session and take whatever action is appropriate.

10. Emergency Procedures

In the case of an emergency in which an evacuation of the room or entire Centre is necessary, child care staff will follow the Centre's evacuation procedures. All parents present are expected to cooperate to the fullest extent.

Child care staff are responsible for collecting the Attendance Register and assembling all present at the designated assembly point. Signing your child in and out for each session is critical to eliminate confusion in an emergency situation, and enable appropriate action to be taken. Contact will be made with any parents who are not present during the emergency to arrange the collection procedure for children after the emergency.

11. Sunsmart Policy

This policy is to ensure all children attending our child care program are protected from skin damage caused by harmful UV rays and is implemented through September 1st to April 30th each year between the hours of 11am and 3pm. Outdoor activities are dependant on each day's weather conditions.

Sunscreen should be applied to children and parent volunteers/helpers before attending a session particularly when the temperature is above 20 degrees.

Children need to bring a wide brimmed hat or legionnaires cap when attending child care. If no hat is provided, the child cannot participate in the outdoor activities - "no hat, no outdoor play". Parent volunteers should be mindful of this policy and observe the same precautions when staying as Parent Helper.

12. Fundraising, Working Bees and other Support

• Fundraising

- Fundraising activities are held each term
- It is extremely important that all families support the fundraising and return orders and payments by the requested dates.
- We receive no funding from either local or State Government for the child care programs we offer.
- Suggestions and feedback are welcome.
- If you are willing to help, please contact the Centre Manager on 8742 3688.

Proceeds of all fundraising activities go directly back to the child care program. We are always looking for more help (in time or in kind).

• Working Bees

- Working bees may be organised through the year to help maintain the Centre.

- Working bees ensure that the Centre remains a safe, clean and pleasant environment for everyone and enables funds to be used for provision of programs, free community and activities.
- Assistance provided maintains furniture and equipment, removes weeds, maintains the children's garden, repairs cubby house, cleans toys, sorts out cupboards, etc.

13. Tips for Families

Parents can play a big part in creating a positive atmosphere suitable for the children when attending the Centre. Below are a few suggestions to help make the sessions more productive and minimise the distraction and distress that some children can experience.

- Develop a consistent routine for getting your child ready and dropping them off ensuring you arrive on time and without rushing
- Drop off your child with a caring and confident attitude and then leave with the minimum of fuss
- Once you have left your child please do not stay in the room or foyer chatting with other parents as this can distract the children and create difficulties when trying to settle the group
- If you arrive late or need to collect your child early, please be aware that the children will most likely be involved in programmed activities. Keep your interruption as low key as possible to minimise the distraction to other children and staff.
- Please feel free to approach staff with any feedback, comments or concerns you may have.

14. Guidelines and Expectations

In order to maintain a safe, happy and supportive environment, all families are requested to abide by the following:

1. Please supervise your child at all times and ensure appropriate safe behaviour is maintained while in the building
2. Families should stay away from the Centre for the duration of an episode of any disease against which their child has not been immunised. Centre staff will notify families of such an event as soon as possible. There will be no refund of fees for the sessions missed in this case.
3. The Child Care Room is only licensed for 24 children per session. Please consider this if you intend to bring older or younger children to a session.
4. Families must not attend if any child is sick. If any child has an infectious disease please refrain from attending the Centre until the incubation period has ended. Please be sensitive to the staff and other families when deciding whether or not to attend if your child or anyone in your family is unwell.
5. All families are expected to undertake fundraising activities and participate in working bees, to the extent that they are able.
6. All breakages and other incidents involving personal or material damage are to be reported to the Child Care Coordinator or Centre Manager.
7. Any changes to enrolment details are to be given to the Child Care Coordinator as soon as possible. This is particularly important for medical issues (e.g. allergies, medications) and for persons authorised to collect children or custody arrangements.
8. The Child Care Coordinator should be notified of any important occurrences in your child's life, to enable them to best understand your child and their needs.

9. At all times, members are requested to be considerate and respect the clearly marked disabled parking bays in the car park adjacent to the main building.

15. Other Support

We ask all families to consider carefully their capacity to contribute towards the management of the Centre through involvement in the Committee of Management. The time required can vary depending on how much you have to offer. We have roles to suit all and will gratefully accept any time you can offer.

Vacant Committee of Management positions are filled by volunteer nominations. A brief summary of Committee positions and responsibilities can be obtained from the Centre.

The Committee of Management meets monthly, and is made up of representatives of user groups and interested community members.

This type of participation can be very rewarding and assist in both personal and professional development. It also enables you to be more aware of and involved in what goes on at the centre.

All parents are invited to attend the Centre's Annual General Meeting usually held in September.

16. Smoking

In line with State government policy there is no smoking allowed on the premises or in the immediate vicinity of any entrance and playgrounds. Used cigarette butts are a health hazard – please do not drop them on the ground around the building.

17. Grievance Procedures

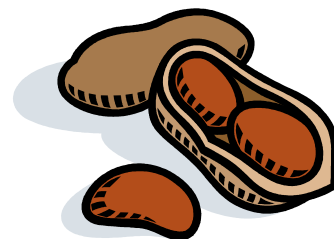
Centre staff and Committee work very hard to make all sessions a successful and enjoyable experience for everyone. However, if you or your family has any concerns, the following steps outline the procedure for lodging complaints or grievances. This procedure is available to both parents and staff of the Centre.

1. The complaint, in writing, must be received by the Centre Manager. Verbal complaints will only be accepted if it is necessary to take immediate action, or the matter is of an urgent nature.
A written complaint covering the issues must follow.
It is the responsibility of the Manager to look into the complaint and try to resolve the matter at Centre level.
2. If this action does not resolve the complaint, a copy of the original complaint together with a covering letter should be sent to the Secretary, Iramoo Community Centre, 84 Honour Avenue, Wyndham Vale 3024. A panel comprising three Committee members will be convened to resolve the complaint.
3. If Parents/Guardians are not satisfied with the resolution of the complaint you have the right to contact the Department of Human Service.

For concern about health, safety or welfare of any children at the Centre you may contact a Children's Services from the Department of Education & Early Childhood Development on (03) 9275 7036.

Confidentiality will be respected at all times, and you can expect your issue to receive prompt attention, and be resolved in a professional and non-discriminatory manner. As well as assisting you with your concerns, it is encouraging for educators and Management to hear your compliments also.

WE HAVE A
NO NUT POLICY



DO NOT BRING

Peanut butter, Nutella

Chocolate bars containing nuts, eg, 'Snickers', 'Picnic' bars

Muesli bars, cakes, biscuits, any other spread or item containing nuts*

Parents/Guardians are required to check food ingredient labels carefully when choosing foods for their children to bring and/or consume at the Centre. Foods labeled "May contain traces of nuts" are acceptable. If in doubt leave it out, and ask someone for advice.

WHY THE NUT RESTRICTION?

More and more children have food allergies. For these children, smelling, eating or touching an allergy-causing food can trigger a life-threatening allergic reaction (also known as anaphylaxis).

Nuts, shellfish, fish and eggs are the most common foods for causing reactions.

The reaction may begin with itching, hives, swelling of the mouth, throat or tongue and difficulty in breathing. In severe cases the anaphylactic reaction is followed by anaphylactic shock. If not treated, it could lead to collapse or death. Some anaphylactic reactions can occur within seconds or minutes of contact with the allergy-causing food. Other reactions may take an hour or longer to appear[#]

The only way to prevent this type of reaction is to avoid contact with allergy-causing foods

We ask families to honour this policy for the health and safety of all our children.

Source: Anaphylaxis Australia Inc. www.allergyfacts.org.au

HEALTHY SNACK IDEAS



DRINK WATER



FRUIT		VEGIES
<p>Chopped apple Apricot Avocado</p>  <p>Bananas Blueberries Grapes Kiwifruit Mandarin</p> <p>Mango Nectarine</p> <p>Orange Passionfruit Pears Pineapple Peach Plums</p>  <p>Rockmelon Strawberries Watermelon</p>	<p>Olives Cherry tomatoes Cucumber Corn Kernels Carrot Sticks Cauliflower florets Capsicum strips Celery sticks</p> 	
OTHER IDEAS		
<p>Sandwiches Flat bread Crackers Dip Fruit Muffins Carrot cake</p>	<p>Cheese slices/sticks Salsa Cooked pasta Bread sticks Savoury Muffins Cabana</p>	<p>Cream cheese Yoghurt Crisp bread Pretzels Fruit salad Banana cake</p>